

CLOCK ERROR MESSAGE “REPORT TO AUTHOR”

Software Passport/Armadillo has a sophisticated set of tests to ensure that the system clock hasn't been set back in an attempt to bypass your program's license restrictions. If the user sets the clock to a date earlier than the present, and it's running a time-limited certificate, Software Passport/Armadillo will not let the program run until the date is set to the present again.

However, it is possible to trigger Software Passport/Armadillo's clock-back detection system by accident, for instance by setting the clock to a future date and then later setting it back to the present. If this happens to one of your customers, you'll need to issue a Fix Clock key, with instructions on how to use it.

Please check that your system clock is set correctly.

If you have altered the clock settings after the program has been installed please un-install the program and then reinstall.

If this does not work please carry out below procedure.

Get the error message back on the screen.

You need to email the entire error message to: (Depending on Country)

admin@solutionselectrical.com.au OR admin@electricalsoftware.co.uk OR

admin@electricalsoftware.co.nz

To repair the clock error Please :

- Get the error message back on the screen.

Hold down the Ctrl (OR SHIFT) [depends on computer] key while clicking the OK button; this will call up the Fix Clock window enter the key that is sent to you. If the system clock is now correct, Software Passport/Armadillo will then fix the system. The user will receive a report telling him whether the system was fixed. In some extremely rare cases it may be necessary for him to reboot the system and try a second time.